

How We Engage

Operational and safety excellence are not just attainable for your organization but can be sustained long term. Organizations can be challenged with inadequate training, communication gaps, or a lack of demonstrated commitment or trust. By promising to lead, motivate and shape the path for change, you can begin to transform your organization's culture.

The Milliken Performance System

Built on a foundation of safety and strategic clarity, the Milliken Performance System is designed to increase employee productivity, quality and efficiency, and create alignment between operations and the businesses. Creating a new systematic approach, implementing the Milliken Performance System will help your company make improvements, uncover hidden capacity, identify new profit centers, and transform employees.

Driving change from both the top down and the bottom up and redefining your business's culture will ensure long-term and sustainable results. Our Practitioners have the knowledge to transform your organization, with an average of over 15 years of industry experience. They'll work with you hand-in-hand every step of the way.

The Process





We invite you to see our solutions in action. Visit our headquarters in Spartanburg, South Carolina. We'll spend two-days hosting you in our guesthouse on our main campus, take you on a private tour of one of our local plant facilities, and teach you about how our award-winning strategies can improve your operations.

Next is the initial assessment. We'll bring a team to your location to assess your current system and metrics in place, take an in-depth look at the loss landscape, and get a feel for the existing culture. These necessary audits allow our Practitioners to define the needs and gaps and generate an Assessment Report.

We'll start with ensuring leadership alignment around the performance system implementation. An evaluation of the leaders' roles and responsibilities involved in successfully supporting its implementation will also take place. It is important that any resource and organization requirements and engagement cadence are determined and the pillar and project processes are reviewed.

About Performance Solutions by Milliken

Performance Solutions by Milliken (PSbyM) brings a unique, Practitioner-based value proposition to its clients and has built a record of helping companies achieve substantial and sustainable improvements in their operations and safety efforts. This approach helps companies empower employees by working side-by-side to establish a culture of continuous improvement and drive breakthroughs. PSbyM currently serves clients in more than 100 locations in 28 countries across a wide range of industry sectors. For more information about Performance Solutions by Milliken, please visit: www.performancesolutionsbymilliken.com.

Once an engagement begins, needs are defined, processes are reviewed, and a communication plan is established. Performance Solutions Practitioners will work alongside your teams providing planning, education, coaching, and feedback throughout the engagement.

What is going to make you believe that the Performance System implementation is succeeding? Ongoing validation and measurements of success will determine if the changes made have been an improvement. We'll analyze cost data and link cost and losses to financial data. Reviewing the performance monthly will be sure to keep everyone on the same page.

Keys to Success

- ④ Address your challenges
- ④ Believe that change is necessary
- ④ Engage the entire organization
- ④ Embrace the accountability transformation
- ④ Measure the results
- ④ Become a learning organization